



***305th Medical Group  
Ambulatory Health Care Center  
Answers to your Most Frequently Asked Questions***

Heading



## ***305th MEDICAL GROUP MISSION STATEMENT***

**Improve the Health of Those We Serve  
Anytime, Anywhere**

### **INTRODUCTION:**

Facility address: *3458 Neely Road, McGuire AFB, NJ 08641*

**Hours: Mon - Fri: 0730-1630**

***Closed*** 1<sup>st</sup> Friday of each month from 0700-1030 for  
readiness training

Sat, Sun and Holidays: access PCM 24 hour  
phone line for urgent (not emergency) care only.

**Emergency Care:** **Don't delay!** Go to nearest emergency room, or call **9-1-1** for emergency ambulance transport.

- **Urgent care:** Joint Minor Illness and Injury Center (JMIIIC) Clinic offered M-F 5pm-8pm, Sat: 9am-4pm, Sun 11am-6pm.

### **Routine Appointments:**

- Call 1-866-DRS-APPT

### **Same Day Appointments:**

- Non-flyers call ***1-866-DRS-APPT***  
from 6:00 to 5:00 p.m.

**Flyers**, active duty same day appointments ***754-9014***



## **305 MDG Key Telephone Numbers**

***HAWC***

Help individuals obtain personal health maintenance and healthy lifestyle behavior. Located at the McGuire AFB, Sports and Fitness Center, Bldg. 2504

**754-4254**

**Immunization Clinic**

Walk-in, please bring shot records. Clinic hours are Mon-Thurs 0800-1600 and Fri 0800-1600 (with the exception of the 1st Friday of the month )

**754-9291**

**Medical Laboratory**

**754-9090**

***Optometry Clinic***

**754-9685**

**Patient Advocate**

Helps patients resolve problems with medical services

**754-9607**

**Pharmacy.**

**754-9465**

**Pharmacy Refills**

**754-9470**

**National Mail Order Pharmacy**

Medications with up to a 90-days supply may be ordered

**1-866-363-8667**

**Force Health Management**

Active duty and civilians with DOD authorization

**754-9039**

**Physical Therapy**

Active duty and family members over age 12, by referral

**754-9476**

**Flight Medicine**

**754-9014**

**Life Skills Support Center**

**754-9324**

**Family Practice Appt. Line And PCM After hours**

**1866- DRS-APPT**

## **305 MDG Key Telephone Numbers**

|  |                 |
|--|-----------------|
| <b>MDG Secretary- Mrs. Heidi Malkowski</b>   | <b>754-9306</b> |
| <b>MDOS Secretary- Mrs. Melissa Folks</b>    | <b>754-9321</b> |
| <b>MDSS Secretary- Mrs. May Anderson</b>     | <b>754-9046</b> |
| <b>AMDS Secretary- Mrs. Karen Hall-Coles</b> | <b>754-9595</b> |
| <b>Dental Secretary- Ms. Donna Whelpley</b>  | <b>754-3709</b> |

# **Patients Rights**

**All patients obtaining care in this medical/dental treatment facility are entitled to certain rights. The following basic rights should be observed by both patients and facility staff to ensure patient care is provided in an appropriate and efficient manner.**

**Respectful Treatment: The patient has the right to considerate and respectful care, consisting of the highest standard of quality within the clinic's capabilities and within applicable laws and regulation.**

**Medical Care and Dental Care: The patient has the right to expect timely, high quality of health care consistent with available resources and generally accepted standards. The patient also has the right to care and treatment in a safe environment.**

**Privacy and Confidentiality: The patient has the right, within the law and military regulations, to every consideration of privacy and confidentiality concerning medical care.**

**Identify of Health Care Personnel: The patient has the right to know the identity, professional status, and credentials of health care personnel involved in their care.**

**Participation in Care: The patient has the right to an explanation concerning their diagnosis, treatment plan, and prognosis of illness in terms that they can be expected to understand. The patient has the right to participate actively in decisions regarding their care. The patient also has the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of their refusal.**

**Informed Consent: The patient has the right to be advised in non-clinical terms on information needed to make knowledgeable decisions on consent or refusal for treatments. Such information should include a description of the procedures or treatment, medically significant complications, risks, benefits and alternative treatments available.**

**Pain Management: The patient has the right to expect prompt response to, evaluation of, and the treatment of pain.**

**Research Projects: The patient has the right to be advised if the facility proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.**

**Facility Rules and Regulations: The patient has the right to be informed of the facilities rules and regulations that relate to patient or visitor conduct and should expect compliance with those rules from other individuals.**

**Patient Complaints: The patient has the right to be informed about the facility's mechanism for the initiation, review and resolution of patient complaints.**

## **Patients Responsibilities**

Providing quality health care is a complex task. We consider you a partner in your medical care. Patients can take responsibility for their care by helping the medical team give the best possible care. These patient responsibilities are:

**Providing information: The patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health. A patient has the responsibility to let their health care provider know whether they clearly understand the proposed plan of care and what is expected of them.**

**Respect and Consideration: The patient has the responsibility for treating others with dignity and respect, including other patients, families, visitors, and clinic personnel. The patient is responsible for being respectful of the property of other persons and of the medical facility.**

**Involvement in Medical Care: The patient has the responsibility to work collaboratively with the health care providers in developing and carrying out agreed-upon treatment plans, including follow-up care. This includes arriving to appointments on time and notifying the facility when appointments cannot be kept and need to be rescheduled. The patient is responsible to express any concerns, to the health care provider, regarding their ability to follow the proposed course of treatment. The patient is responsible for their actions if he/she refuses treatment or does not follow the provider's instructions.**

**Medical Records: The patient has the responsibility to understand all medical records documenting care, provided by any DoD medical or dental treatment facility, are property of the U.S. Government. The patient is responsible for ensuring that medical records are promptly turned in to the medical facility for appropriate filing and maintenance when records are transported by the patient between PCS assignments.**

**Compliance with Clinic Rules and Regulations: The patient is responsible for following the clinic's rules and regulations affecting patient care and conduct.**

**Reporting of Patient Complaints: The patient has the responsibility for helping the Medical Group Commander provide the best possible care to all beneficiaries. Patients' recommendations, questions, concerns, or complaints should be reported to the service department without restraint, interference, discrimination, or reprisal. If you are not satisfied with the response you receive, you may contact the Customer Relations Manager.**

# Optometry

## **Can family members be seen in the Eye Clinic?**

Yes, family members can be seen in the Eye Clinic and the appointment can be booked by calling 1-866-377-2778 or by booking online

## **Can I get contact lenses?**

New contact lens fittings are not a TRICARE covered benefit. You will have to pay out of pocket for new fittings. If you currently wear contact lenses, we will update your prescription during your annual eye exam if the fit is good, and there are no health changes or concerns. The contact lenses will need to be worn to the appointment and you will also have to bring a copy of the previous prescription or the boxes the contact lenses came in

## **How many pairs of Frame of Choice (FOC's) glasses can I order?**

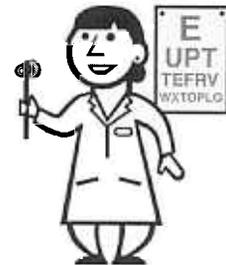
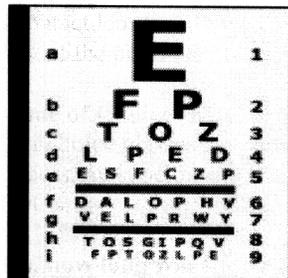
One pair of frame of choice glasses are authorized for active duty only, annually. Activated reserve/guard members, must be on active duty for 30 consecutive days before being eligible to order FOC's.

## **Once I order my glasses, how long will they take to arrive?**

Your glasses will arrive within 2-4 weeks.

## **What do I need to do to have the refractive surgery?**

If you are AD, and you are interested in the refractive surgery, you will need to bring in a signed commanders authorization letter (located on <https://www.afms.mil/warfightereyes>) to the 305th Optometry Clinic. This will place you on the wait list for a work-up eye exam to complete the application. Once your name is reached on the list, you will be called and scheduled for the work-up exam to complete the application. After your application is completed, you submit the application to the Laser Center of your choice. After the surgery, you return to the Optometry Clinic for the follow-ups. There are age, retention, time on station, and stable refractive error requirements. It is either Permissive TDY, or can be unit funded to go to the Laser Center. If you choose to go through a civilian at your own expense, there are requirements to have written permission from the Squadron Commander, and the Medical Group Commander.



## Laboratory

### **How long is the wait going to be?**

Patients are seen in the order they are received in. Average wait time is between 10-25 minutes.

### **How do I get my results?**

Results can be obtained from the ordering provider/clinic. The lab is not authorized to release lab results directly to the patients.

### **How long will it take before my results come back?**

In-house tests will be done by the end of the duty day unless stat(<1 hour) or ASAP (<2 hours.) Ship-out tests generally take from 5-7 business days.

### **How does my outside provider receive my results?**

Once "All" of your test results are back, we will fax the ordering physician all of your results

### **Can you fax my results to a doctor that's not on my prescription?**

No. We are only authorized to fax to the doctor listed on the prescription.

### **Do I need an appointment for lab work?**

No appointment is necessary for routine lab work. Semen analysis and 3 hour glucose tolerance testing are the only test that need appointments.

### **How long should I leave the band-aid/co-ban wrap on my arm?**

5-10 minutes should suffice.

### **How long do I need to fast?**

If fasting is required, 12-14 hours of nothing to eat or drink with exception of water is the recommended time.

### **Can I still take my medication while fasting?**

Unless told not to do so by your provider, continue taking your medication as prescribed.

### **What are the hours of operation?**

Operating hours are M-F 0730-1630.



## Immunizations

**When can my child receive their first set of shots (ie. 2month shots)?**

The vaccines can't be given at any earlier age then 60 days, and the gap between 4 and 6 month shots is 60 days.

**Can I get shots early?**

Series shots must be given when they are due or later, not a day earlier. (Hep B Hep A, Anthrax, and HPV). All other vaccines can be give 4 days earlier, no sooner.

**If I am later then the allotted time for a series vaccine, (Hep B, Hep A, Anthrax, and HPV) do I start the series over?**

No. We will continue where you left off

**When are the Smallpox briefings held?**

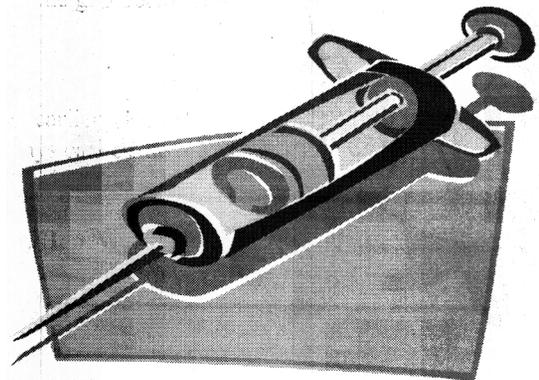
Mon, Tues, Wed, and Friday at 1300 and Thurs at 0800.

**When do you do Yellow Fever?**

Every Wed between 1400 and 1500.

**What is Gardasil and What is it used for?**

Gardasil vaccine protects against some HPV infections, a known causes for cervical cancer and genital warts. This immunization is recommended for girls age 11-26. Gardasil helps prevent this disease, but, will not treat it. Gardasil is a series of 3 shots, with first dose being a date you chose second dose given 2 months after the first dose, and third dose 6 months after the first dose.



## **GYN**

### **How do I book a follow on appt?**

You would see the nurse before leaving after your exam. If the visit occurs after 2 months, call the gyn and speak with the nurse @ 609 754 9228

### **I'm AD, there are no well annual appointments available, how do I accomplish my annual well woman exam?**

If a male provider is okay, call gyn at 754 9228 and we will see if we can convert an appt to fit your cycle and availability. If you require a female provider and those in Family Practice are not available, ask your PCM for a referral to a female network provider.

### **I have a gyn problem, but it is not time for my annual exam. How can I be seen?**

Contact your PCM for a referral to gyn to evaluate your stated need. Then stop by gyn and book your referral with the provider of your choice or call us at 609 754 9228.

### **Do you do OB patients?**

We are Burlington County Ob/Gyn Associates and we have 4 network offices off base in Columbus, Mt Laurel, Willingboro and Delran. We prefer to first evaluate your pregnancy here in the Gyn Clinic of the MTF. Once we confirm the heartbeat of your baby, we follow the rest of your pregnancy with antenatal appointments in our off base facilities. Make sure that your global ob referral is put in the system to Health net prior to your off base appointment.

### **How do I get my depo shots?**

The first injection is given by the nurse of the provider who does your contraceptive counseling. Following injections at 11-13 weeks are given by your PCM's nurse during walk in hours 1-3pm daily.

### **Do I need a referral for my annual well woman exam?**

It depends, if you are okay with the gyn providers on base, no referral required. If you are Active duty and want to go off base to a female civilian provider, yes, you will need a referral from your PCM. No referral is required if your status is a dependent. You can book with any network GYN provider off base for your annual. Note, that sometimes at your annual well woman exam, other problems are found that require a follow up appointment. That follow up appointment will need a referral if you are enrolled with a PCM, ie tricore Prime, whether Active Duty or Dependent.



## Flight Medicine

**\_\_\_ I had my initial flying class physical in month or year X how long is it good for and why am I overdue?**

IFC physicals are good for training purposes from 36-48 months; however, a PHA is an annual requirement for all active duty. If the initial flying class is within 6 months of your birth month it will count until your next birth month. If not you will need to accomplish a PHA. Flyers can get their PHA up to 6 months prior to your birth month. i.e. I was born in December and I'm a flyer. I can get my physical in July prior to December. Bottom line is a PHA is due yearly on or 6 months prior to your birth month.

**Can I take medication X and still be o.k. to fly?**

All flyers are required to report any medication to the Flight Surgeon. Any prescription medication DNIFs a flyer unless cleared by a flight doc.

**Do you have sick call?**

In order to better serve you we have appointments available medical care. This saves you time by avoiding the long sick call wait. You can call the appointment line starting at 0630 at x9014. Good questions but if the questions arises about sick call, we do have sick call. Yes they can call the appt line at 0630 and by chance if their not feeling well and we don't have any appts, they can come in at 0730 or 1300. We have to make sure that we give them all the opportunities to get seen.

**I in-processed the base at new comers and drop off my records at flight medicine. Is there anything else required of me by flight med?**

All in-coming flyers whether new to the AF or transferring from another base must have an initial clearance with flight medicine. This means that a medical visit with a flight surgeon is required to properly disposition you and clear you to fly. An AF Form 1042 (initial clearance) will be generated for you.



## MENTAL HEALTH

### **Do I have to be seen here if I don't want to?**

No: Treatment at the Life Skills Clinic is purely on a voluntary basis. The only time you are required to have an appointment is for a Command Directed Evaluation, or for an ADAPT referral.

### **Will coming to Life Skills negatively impact my career?**

No: Since treatment is voluntary the only time anyone has to know you are seen in Life Skills is if there are any immediate safety concerns or issues that may affect your ability to perform your job.

### **Who has access to my records?**

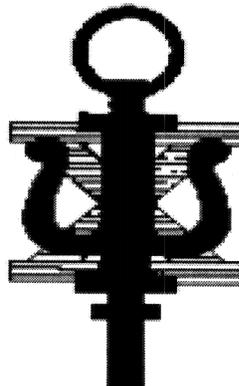
Life Skills records are maintained separately from Medical Records and are kept under double lock and key within the Life Skills Clinic. Only Life Skills Clinic personnel have access to them. Records may be provided to others with the patient's written consent.

### **Do I have to tell my friends/supervisor or command that I am being seen in Life Skills?**

No: You may tell them only if you want to. If someone calls the Life Skills front desk to inquire we will respond with, "I can neither confirm or deny that."

### **What other treatment resources are available to me other than the Life Skills Clinic?**

You may also utilize Military One Source for 6 free undocumented sessions with an off-base TRICARE approved provider. One Source is still required to report any incidents of UCMJ violations, spouse/child/partner abuse to the local military authority.



## **JMIIC**

**— Can the JMIIC refill my prescriptions?**

No, the JMIIC is not a replacement for primary care only your PCM can refill prescriptions.

**If my infant (3 months old or less) has any of the following symptoms: fever, vomiting, lethargy, decreased appetite, should I bring him/her to the JMIIC.**

No, and infant who is having any of the above symptoms should go to the nearest emergency room.

**If I am seen by the JMIIC for a problem and there is no improvement should I go back to the JMIIC?**

No, the JMIIC is not to see follow up visits. If a problem that was treated by the JMIIC has not improved you should follow up with your PCM.

**What are the JMIIC hours?**

Monday-Thursday 4:30pm-9:00Pm, Friday 4:30Pm-8:00pm, Saturday 8:30am-1:30pm, Sunday 11:00am-4:00pm, Holidays 11:00am-3:00pm.

**If I have muscle or joint pain for one month or more should I go to the JMIIC?**

No, the JMIIC is for urgent/acute minor injuries and illnesses.

**Can I have my profile completed at the JMIIC?**

No, the JMIIC is staffed by non-military medical personnel and are not able to complete profiles.

**Can the JMIIC perform school, work or sports physicals?**

No, routine physicals can only be done by your PCM

**If I am seen by my PCM, or in the emergency room, can I follow up with the JMIIC?**

No, the JMIIC is for urgent/acute minor injuries and illnesses only. All follow ups should be scheduled with your PCM.

**Can I get immunizations or immunization records from the JMIIC?**

No, the JMIIC is separate from immunizations and has no access to that information.

**How long can I expect to wait at the JMIIC?**

The JMIIC is staffed with one physician, and four nurses. The wait time depends on the number of patients signed in and the acuity of the problems being treated. The greater the number, and the more acute the problems the longer the wait time

## **Outpatient Records**

### **How long does it take for a medical record to be copied?**

It takes up to 30 days.

### **How does a family member request a medical record be sent to their gaining base when PCSing?**

Accomplish a DD FORM 877 with the records section at the new base. They will send the form to the 305th MDG and we will forward the record through certified mail.

### **How does an active duty service member or their family members request medical information from a civilian treatment facility?**

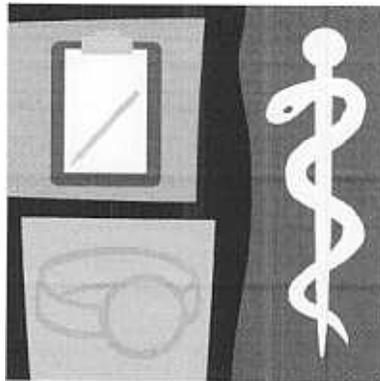
The patient must fill out a DD FORM 2870, "Authorization for Disclosure of Medical or Dental Information" in the records section.

### **What are outpatient records' office hours?**

Our customer service window is open from 0730-1200h Monday, Wednesday & Friday.

### **Where do patients go to request copies of medical records after the medical record has been retired to St. Louis?**

Please visit [www.archives.gov](http://www.archives.gov) to request copies of retired records.



## Health and Wellness Center

### **How do I schedule a strength aptitude test?**

A strength aptitude test is required when retraining into a different AFSC. Contact the 305 SVS Fitness center at 754-6089 to schedule SAT. Complete the memorandum from AFI 36-2626 Attachment 6 and hand carry to scheduled appointment.

### **How do I schedule a nutrition/fitness appointment?**

The HAWC schedules patients (AD, dependents, and DOD civilians) for one-on-one fitness and nutrition appointments. Contact the HAWC front desk at 754-2462 for availability.

### **What are the fitness track testing and individual PT hours?**

The track hours are posted on signage placed on the north and south sides of the track. Hours change slightly in the fall and spring.

#### **TESTING TIMES: ( 30 min blocks only/scheduled by UFPMS)**

Oct 1- Apr 30      0900-1130      1300-1530

May 1-30 Sept      0800-1130      1300-1530

#### **UNIT/INDIVIDUAL PT TIMES:**

Oct 1- Apr 30      Before 0900      1130-1300      After 1530

May 1- 30 Sept      Before 0800      1130-1300      After 1530

### **How Do I sign up for HAWC tobacco cessation classes?**

To Enroll: Call the HAWC at 754-2462 to register for classes and schedule a time to pick up an information packet and medical forms. All forms must be completed prior to taking the class. A provider will be available to answer health-related questions, write prescriptions for the appropriate medications, and monitor the health status of participants through the duration of the program. In addition to classes offered at the HAWC, there is another option available to those who cannot attend the classes. Individuals may enroll in NJ Quitnet or Quitline, web-based and phone cessation services. Contact the HAWC for more information on how to obtain medications and counseling through these services.

### **What is Wing Boot Camp and where can I find information about the program?**

Boot camp is a 305AMW fitness program for Active Duty Airmen scoring <75 on their AF physical Fitness test. More information can be found on the HAWC website <https://private.mcguire.amc.af.mil/305amw/305mdg/mdg/amds/hawc/index.htm>

## **Force Health Management**

### **When should I talk to the TRICARE Flight about obtaining a medical clearance for my dependants?**

As soon as you find out about your projected assignment please see the TRICARE flight to get clearance for your dependents. This will consist of a visit with a provider for a records review.

### **Where do I go for a hearing test?**

Check into Public Health Occupational Health, located between Flight Medicine and Immunizations.

### **Where do I check in for a PHA?**

Flyers will report to Flight medicine, located across from the coffee bar. Non-Flying Status will report to Center Kiosk located near the elevators.

### **Why do I have to clear Individual Medical Readiness (IMR) through my deployment?**

Per AFI 48-123 member's are required to clear their IMR due to the following:

A6.3. IMR Requirements: All IMR requirements must be reviewed, evaluated, and accomplished/ scheduled/ordered as part of the complete PHA process. Only members that have met these requirements in all six areas are considered "Fully Medically Ready to Deploy" (IMR GREEN). Yellow periods for each item (built-in grace periods) have been incorporated into the PIMR software and are based on the most current AF/SG policy. Members who have IMR deficiencies or have deployment limiting medical conditions are considered not medically ready to deploy (RED STATUS), and their "not ready" status adversely affects their units' IMR rate. Refer to Attachment 5 for minimal medical standards for deployment



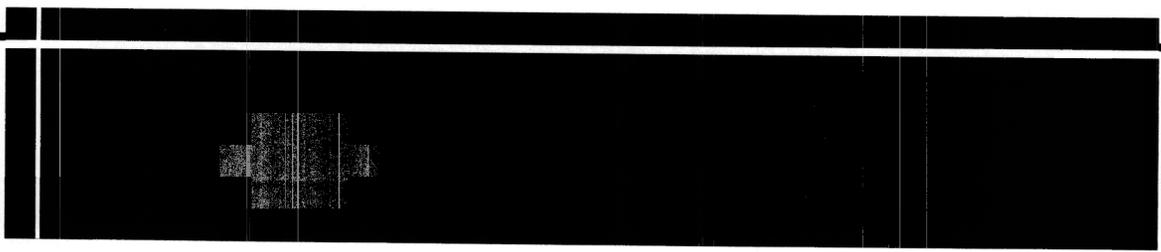
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# **Force Health Management**

## **How do I get cleared for an Overseas Assignment?**

### **OVERSEAS CLEARANCES**

1. AD Member will report to FHM for OVERSEAS PCS clearance notification (Member's must bring their Medical Clearance Letter)
2. FHM will advise member to make an appointment for an OVERSEAS PCS Clearance with PCM (Member must make appointment at least 10 days after notifying FHM of Overseas PCS)
3. In the duration of 10 days:
  - a. FHM will review member's record, to ensure there are no conditions that will hinder member from clearance
  - b. If there are disqualifying items FHM will contact patient of the situation, make further recommendations, and/or refer member to Life Skills
  - c. If there are no disqualifying factors, FHM will generate a Physical Profile AF Form 422.
  - d. FHM will bring members medical record to Life Skills to obtain a Mental Health Provider's signature to endorse that the member does not have any conditions in that area that will delay member from PCS'ing overseas.
  - e. FHM will bring record to member's PCM team for Overseas Clearance Appointment.
4. During the appointment, PCM will review member's record and consult with patient to ensure there are no conditions that will delay them from PCS'ing Overseas. PCM will sign profile generated by FHM endorsing that member is cleared for PCS.
5. When appointment is accomplished PCM (or technician) must turn in member's record to FHM (with overseas clearance notes and overseas profile)
6. FHM will obtain Profiling Officer's signature for the profile and give member 4 copies of profile with all proper signatures, turn in original profile with records to Outpatient Records or Flight Medicine and update PIMR with appropriate signatures and update VMPPF



## **Family Practice Clinic**

### **What do I do if I have surgery?**

If you are Active Duty and are having surgery, please make an appt. before to discuss any pertinent issues with your provider. After your surgery, an AF IMT Form 988 form must be filled out with the dates left blank and a note from surgeon with recommendations of restrictions and con-leave. Your PCM will ultimately decided on the amount of con-leave appropriate.

### **When will my referral be put through?**

Your PCM usually puts referrals in within 72 hours; the referral itself will arrive at your home within 7-10 business days

### **Why am I not scheduled with my Primary Care Manager (PCM) or with the provider I previously had an appointment with?**

Scheduling process may vary, when a patient calls the appointment line, patients will usually be scheduled with their Primary Care Manager. For those patients who do not see their PCM, the patient might have requested to schedule an appointment with a desired provider, or a different provider may have openings at an earlier desired date.

### **Who is my Primary Care Manager (PCM)?**

You can find out who your PCM is by asking a medical technician, or calling the appointment line. This information will be on your file.

### **I'm here for \_\_\_\_\_ but can I also talk to the provider about \_\_\_\_\_?**

When making an appointment, the patient will be asked for the reason for appointment. This helps the appointment line figure how much time is sufficient for that particular visit. If you have several issues to discuss, please ask for a longer appointment. This will prevent delays in the provider's schedule for other scheduled patients.

## **Family Practice Clinic Cont.**

### **What is SNIAC Program**

**(Special Needs Identification and Coordination) or EFMP Program (Exceptional Family Member Program)?**

To identify those active duty members with dependants who have special medical and/or educational needs in order to better facilitate services that are needed for those family members. It is also a Personnel initiative in which we help the MPF assign an assignment limitation code "Q" to the sponsor's record. This is done for assignment purposes to ensure that the Air Force does not station a family in a location where their unique needs can not be met. ( remote locations or those that do not have the required specialties ). Please see the TRICARE Flight if you believe your dependent needs to be on the EFMP program.

### **How can I let someone know if I'm going to be a few minutes late?**

The 305th Medical Group policy is that patients are to check-in 15 minutes prior to their scheduled appointment, and are no-showed 5 minutes after their scheduled appointment. This means you are officially 20 minutes late to your appointment. When you know you will be late, please call the appointment line at 1(866)377-2778.

Patients are advised that even though you called, it does not mean you will still be seen when you show for your appointment. Providers are always attending patients and may not have time to work you in. If the provider does see you, you may have to wait until the provider is able to see you.

### **How do I get my profile extended?**

Members must be assessed by a PCM prior to any changes to their profile.

### **Do you have Sick Call/Walk -In Clinic?**

We do not have sick call or a Walk-In Clinic. If you are acutely ill/injured, please call the appointment line. If we are unable to schedule you an appointment for that same day, we will send a telephone consult to the provider. If you are ill/injured after operating hours, (0730-1630) the Joint Minor Illness and Injury Clinic (JMIIC) is open with no appointment necessary. The JMIIC is open M-F 5PM-8PM, Sat. 9AM-4PM, Sun. 11AM-6PM. Walk in hours for Depo shots are from 1300-1500. Walk in hours for BP checks, suture removals, throat cultures and weight checks are from 0745-0900 and 1430-1600.



## Case Management

**If I paid for my equipment (DME, Wheelchair Rental, etc.), would I be able to get my money back?**

Yes, by sending claims to:

Health Net Federal Services, Inc.

c/o PGBA, LLC/TRICARE

P.O. Box 870140

Surfside Beach, SC 29587 – 9740

You can check claim status online at:

[www.myTRICARE.com](http://www.myTRICARE.com) or [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)

**I have to wait so long for my appointment. How can I get my appointment with my PCM sooner?**

Contact the 305<sup>th</sup> Medical Clinic appointment desk at 1-866-DRSAPPT (377-2778). The wait time for a routine appointment should not exceed 7 days. However, if there is no appointment available with a specific provider within a reasonable timeframe, request an earlier appointment (same or next day appointment). You may also call the same number for instructions for minor illness or injury. If your PCM is unavailable you may visit the Joint Minor Illness & Injury Center (JMIIC)

**Do not wait for an appointment if you required Emergent medical attention for serious or life threatening problems. Call 911 or get to your nearest hospital emergency room.**

**Can I get my prescriptions without seeing my doctor? If I already have my prescription, can I just walk in to get my medications without seeing my doctors?**

Depending on your medical condition and medications. Discuss this issue with your PCM when you see your PCM next time.

**Do I have to do anything if my specialist wants to send me to another doctor?**

Contact your PCM's office and notify him/her of the request for this referral. Your PCM should be informed of all referral to specialists and treatment plans directed by your specialists.

**What can I do if I don't want to continue seeing my assigned PCM?**

You may change request to change your PCM at anytime by contacting your TRICARE office or complete and submit a TRICARE Enrollment and PCM Change Form with the new PCM's name and address.



# **Case Management**

## **Continued**

### **How do I get my results?**

Results can be obtained from the ordering provider/clinic. The lab is not authorized to release lab results directly to the patients.

### **How long will it take before my results come back?**

In-house tests will be done by the end of the duty day unless stat(<1 hour) or ASAP (<2 hours.) Ship-out tests generally take from 5-7 business days.

### **How does my outside provider receive my results?**

Once "All" of your test results are back, we will fax the ordering physician all of your results

### **Can you fax my results to a doctor that's not on my prescription?**

No. We are only authorized to fax to the doctor listed on the prescription.

### **Do I need an appointment for lab work?**

No appointment is necessary for routine lab work. Semen analysis and 3 hour glucose tolerance testing are the only test that need appointments.

### **How long should I leave the band-aid/co-ban wrap on my arm?**

5-10 minutes should suffice.

### **How long do I need to fast?**

If fasting is required, 12-14 hours of nothing to eat or drink with exception of water is the recommended time.

### **Can I still take my medication while fasting?**

Unless told not to do so by your provider, continue taking your medication as prescribed.

### **What are the hours of operation?**

Operating hours are M-F 0730-1630.

## Dental

**Are dependants seen at your facility?**

No. Dependants are seen downtown using the United Concordia Dental Plan.

**How do we get signed up for United Concordia Dental Insurance?**

Call 1-800-332-0366 (the customer service line) or visit [www.ucci.com](http://www.ucci.com).

**Are retirees seen at this clinic?**

No. Retirees are eligible to sign up for the Tricare Retiree Dental Program (Delta Dental)

**How do retirees sign up for the Tricare Retiree Dental Program?**

Through the Toll-Free Enrollment line. Call 188-838-8737

**Who do I call if I have an after hour emergency?**

You would call Ambulance Services @ 609-754-9260

**I am a reservist on active duty orders for two weeks. Can I get dental work?**

Reservists on active duty for 31 days or under are only eligible for an Exam. Over 31 days they have the same benefits as active duty (time permitting).

**Can I get a mouth guard made for all the sports I play?**

Yes, just call or drop by the clinic and we can schedule for the mouth guard impressions.

**How can I schedule a cleaning?**

We can review your record and if you have had your annual exam and have not yet received your cleaning, we can get you scheduled.

**When can I pick up my records for out-processing?**

No more than 3 duty days prior to your final out.

**If separating, how many days prior to my final out do I need to request a copy of my dental records?**

We can give you a copy of your records the same day you sign them out.



## **Bio-Environmental**

### **When are we going to perform the shop's annual bio survey?**

In accordance with AFI 48-145, Occupational Health Program, Bioenvironmental surveys are not annually required for all shops. Please review the most recent occupational health surveillance letter received and see if your shop has been classified as a category 1, 2, or 3.

### **When can I get my gas mask fit test done?**

Every Tuesday walk-ins are 0745-1600

### **Is the water on McGuire safe to drink?**

Yes, and you can get a copy of McGuire's Consumer Confidence Report at the Bioenvironmental Engineering Office M-F 0730-1630.

### **Can I get a copy of my gas mask fit test?**

Yes, stop by Bioenvironmental Engineering M-F 0745-1630 and any tech can print you a new one.

### **I lost my fit test certification do I need to take my test again?**

No, stop by Bioenvironmental Engineering M-F 0745-1630 and any tech can print you a new one.



## **Benefits Counselors and Assistance Coordinators** **(BCAC)**

### **I received a letter from a collection agency about a medical bill I had last year. What do I do?**

Call the collection agency and try to provide information required to have bill paid. If you still need assistance, contact a Debt Collection Assistance Officer in the TRICARE Operations & Patient Administration (TOPA) Flight at 609-754-9083/9082.

### **My wife just had a baby. What do I have to do?**

Take the hospital Certificate of Live Birth to the Military Personnel Flight to have the baby enrolled in DEERS as soon as possible. Next, visit the TRICARE Service Center in the clinic to have the baby enrolled in TRICARE Prime. Remember, baby is only covered until day 60 under the sponsor and then reverts to Standard.

### **I have Medicare and TRICARE for Life. Why can't I be seen in the 305th clinic?**

TRICARE beneficiaries with Medicare primary are eligible on a space available basis - if space is available. The order of precedence is Active Duty Service Members enrolled in Prime, Active Duty Family Members enrolled in Prime, Medal of Honor recipients, Retired Service Members enrolled in Prime, and their families enrolled in Prime. Due to the capacity of the clinic, the only services available to TRICARE for Life recipients at this time are Laboratory, Radiology, and Pharmacy. Your primary care must be obtained thru a Medicare participating provider.

### **I received an Explanation of Benefits (EoB) from TRICARE for Life showing I owe \$0, but I received a bill from the provider. I have other health insurance (OHI) after my Medicare and before my TRICARE. The EoB shows a code of 236. Why am I getting a bill?**

A code of 236 indicates Wisconsin Physician Services (WPS; claims processor for TRICARE for Life) cannot determine what your other insurance paid. They either require an EoB from Medicare, your OHI or both. Your provider still shows a balance on your account and you will continue to receive a monthly statement until the issue is resolved. Contact WPS to see what is required or bring all documentation to the TOPA flight and speak with a Benefits Counselor.

### **I received a bill from a civilian doctor I went to. Should I bring it in?**

First, call the provider's billing office to verify they have correct information such as the date of birth of the patient, the correct identification number (i.e., sponsor's social instead of the patient's, if patient is not sponsor) and billing address for TRICARE. If you still have a problem, see a TRICARE Service Advocate or Benefits Counselor in the TOPA flight.

# **Benefits Counselors and Assistance Coordinators (BCAC)**

## **Continued**

### **Can family members be seen in the Eye Clinic?**

Yes, family members can be seen in the Eye Clinic and the appointment can be booked by calling 1-866-377-2778 or by booking online

### **Can I get contact lenses?**

New contact lens fittings are not a TRICARE covered benefit. You will have to pay out of pocket for new fittings. If you currently wear contact lenses, we will update your prescription during your annual eye exam if the fit is good, and there are no health changes or concerns. The contact lenses will need to be worn to the appointment and you will also have to bring a copy of the previous prescription or the boxes the contact lenses came in

### **How many pairs of Frame of Choice (FOC's) glasses can I order?**

One pair of frame of choice glasses are authorized for active duty only, annually. Activated reserve/guard members, must be on active duty for 30 consecutive days before being eligible to order FOC's.

### **Once I order my glasses, how long will they take to arrive?**

Your glasses will arrive within 2-4 weeks.

### **What do I need to do to have the refractive surgery?**

If you are AD, and you are interested in the refractive surgery, you will need to bring in a signed commanders authorization letter (located on <https://www.afms.mil/warfightereyes>) to the 305th Optometry Clinic. This will place you on the wait list for a work-up eye exam to complete the application. Once your name is reached on the list, you will be called and scheduled for the work-up exam to complete the application. After your application is completed, you submit the application to the Laser Center of your choice. After the surgery, you return to the Optometry Clinic for the follow-ups. There are age, retention, time on station, and stable refractive error requirements. It is either Permissive TDY, or can be unit funded to go to the Laser Center. If you choose to go through a civilian at your own expense, there are requirements to have written permission from the Squadron Commander, and the Medical Group Commander.

## **Physical Therapy**

### **Do you see retirees and dependents at your clinic?**

Yes, we see retirees and dependents as long as you have a current referral.

### **Where in the MTF should I take my off- base referral for Physical Therapy?**

You can bring your off base referral directly to our clinic. There is no longer a need to go to your PCM first.

### **If I have a referral in the system that I received two months ago can I still make an appointment?**

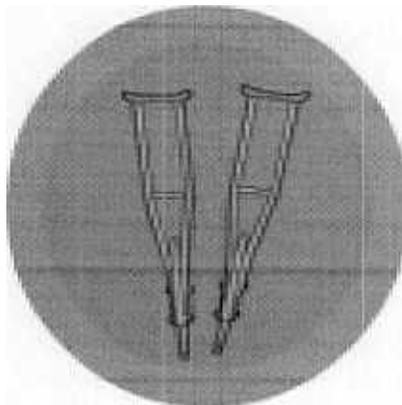
No, your referral is only good for 30 days. You will need to go back to your provider to receive a new referral.

### **What should I bring to my appointment?**

Any referral and protocols you may have, MRI's or the written report. Also wear PT clothes to include sneakers.

### **Am I allowed to receive physical therapy off base?**

Yes, if you live 40 miles out of the catchment area you can. If you live within the catchment area and your rehab is in our scope of care, you will be required to receive care here. If you still opt for care elsewhere, it will be an out of pocket expense.



## **Patient Safety**

### **What can I do to ensure I receive safe health care?**

There are five steps to ensure safe health care.

1. **Ask Questions.** Voice concerns until you understand the answers. Invite a friend or relative along to ask additional questions and to better understand what your health care professional tells you.
2. **Know your medications.** Maintain a list of all your medications and dosages. Tell your doctor about all the medications you are taking. Tell you doctor about all your allergies. Read prescription labels warnings closely.
3. **Understand test results.** Ask how your test results will be given to you. Make sure you get the results of all tests and procedures. Do not assume results are okay if you do not get results.
4. **Choose the right Hospital for you.** Ask your doctor about your care options. Understand what is involved in your follow up care. Speak up if you do not understand the discharge instructions.
5. **Understand surgery.** Understand what will happen before, during, and after surgery. Tell the surgeon and anesthesiologist about any allergies or bad reactions to anesthesia and all medicines you are taking.



## Pediatrics Clinic

### **When should I schedule my next well baby exam?**

The best time to schedule any well baby exam, is one month before the actual month the child needs the well baby. Well baby exams may be scheduled 30 days in advance. Trying to book a well baby exam 1-2wks before the exam is due, will greatly lessen your chances of getting an appointment at the recommended time. Well baby appointments should be scheduled at the following ages:

- 2 weeks
- 2 months
- 4 months
- 6 months
- 9 months (optional)
- 12 months
- 15 months
- 18 months
- 24 months

### **When is the best time to schedule a school physical?**

School physicals are best scheduled during the early summer months and are good for one year. If the physical is scheduled during the summertime, it will last until the following summertime. Scheduling of school physicals may begin as early as the end of the current school year. This give each family adequate time to be able to schedule an appointment before the start of the school year. Scheduling early in the summer will heighten the chance of the family getting an appointment for a physical before the school year begins. Please check with your local school district to ensure your child needs a physical for their grade and/or sports.

### **If I am out of town and my child is sick, how should I go about having him/her seen? Is it covered if I am seen by an outside provider?**

If you are out of town and your child becomes ill and you feel they need to be seen by a provider, the child may be seen at a local Emergency Room. The child will be covered under Tricare if you are seen at an ER. You will not be covered if you are seen at a private clinic, unless you have an approved referral stating that you can be seen at that private clinic. If you desire to be seen at a private clinic or another Military Treatment Facility near you, please call the appt. line and leave a telephone consults for your child's provider.

### **Should I bring a list of my child's medications to every appointment?**

It is very helpful to you and your provider if you are aware of what medications your child is on. You do not have to provide your provider with a list, but please be aware of the medications so you can let your provider know.

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## **Pediatrics Clinic Cont.**

**When are my child's immunizations due?**

### **2 Months**

DTap/ Hep-B/ IPV

Hib

Pneumococcal Conjugate (Prevnar)

### **4 Months**

Dtap/Hep-B/IPV

Hib

Pneumococcal Conjugate (Prevnar)

### **6 Months**

DTap/Hep-B/IPV

Pneumococcal Conjugate (Prevnar)

### **12 Months**

Hep A (2<sup>nd</sup> in 6 mo)

Hib

Pneumococcal Conjugate (Prevnar)

MMR

FLU (2<sup>nd</sup> in 30 day first dose)

### **15 Months**

Varicella

Dtap

### **4-6 Years**

MMR

Dtap

IPV

Varicella

### **11 Years**

Td

### **13 Years**

HPV (females only)

It is very important that all children receive their immunizations within the month or year scheduled.

Please do not delay your child's immunizations if at all possible.

Immunizations should be accomplished within the month or year that it is required for each child.

Immunizations will not be given early.

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## Patient Administration

### **How can I obtain a civilian PCM?**

Active duty service members are not authorized a civilian PCM. For family members, a locally produced form must be filled out and signed by the TOPA flight commander and the 305th MDG Chief of Medical Services. Once this has occurred, the form is taken to TRICARE for update.

### **Can you change my rank, address or phone number in the MDG computers?**

Yes; please visit the Patient Administration office, room 1D18 in the TRICARE Operations and Patient Administration (TOPA) flight from 0730-1630h with your identification and we can make the updates.

### **Can you change me from Standard to Prime?**

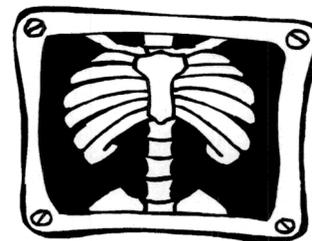
No. You must go to the TRICARE service center, in the TOPA hallway to make that change.

### **Can I get my medical record or copies of my record?**

Patient administration does not handle medical records. Please visit the Outpatient Records window Monday, Wednesday and Friday between the hours of 0730 and 1200h.



## **Radiology**



### **When are you open?**

Monday – Friday from 7:30 am – 5:00 pm. We close from 7:00 – 9:00 am on the first Friday of each month for Readiness training. We also stay open until 6:00 pm on designated days.

### **How can I contact you?**

Front desk – (609) 754-9523 or (609) 754-9524  
NCOIC – (609) 754-9054  
FAX – (609) 754-9403

### **What kind of services do you provide?**

We perform routine x-rays, fluoroscopy exams to include upper G.I. Series (UGI), barium enemas (BE), intravenous pyelograms (IVP), Hystosalpingograms (HSG), mammograms, sonograms (ultrasound), MRI's.

### **How do I schedule an appointment?**

Come to our department or call one of our numbers listed above. An appointment can only be scheduled if you have an order in our computer by your provider or a written prescription by your provider. We schedule all TRICARE prime patients. TRICARE Plus and TRICARE For Life patients on a space availability basis. Written prescriptions need to be verified by the DEERS office located next to the pharmacy.

### **What is the average waiting time to get in for a scheduled exam?**

About 1 – 1 1/2 weeks for ultrasound and 1 month for routine/annual screening mammograms and 1 week for diagnostic mammograms, and 1 – 2 weeks for all other above listed exams that we provide.

### **Can I look at the films, Can you tell me what you saw?**

No, you must follow up with your provider to see the film. Also, our technicians are not allowed to diagnose or tell you what they see on the film.

### **What do I do after the X-Rays are done, and I leave radiology?**

Schedule a follow up with your medical provider.

## **Referral Management Center (RMC)**

### **How can I obtain a referral?**

All referrals must be entered into the 305th MDG system by your PCM or their nurse. The RMC does not initiate referrals; we process the referral that is entered by the PCM and review it for proper context and forward to Health Net for authorization.

### **Who do I call to get a referral or authorization number?**

You call 1-877-TRICARE.

### **How do I get a copy of my referral?**

Every beneficiary should get a copy of their referral in the mail once the referral has been authorized. If you do not receive your letter within 7-10 business days from the date the referral was entered, Please call TRICARE at 1-877-TRICARE or visit the RMC and we can print the referral for you. Unfortunately we can not fax or mail the information due to HIPAA regulations.

### **Do I have to take a copy of the referral with me to the appointment?**

No - your specialty provider receives a copy of the referral. They are also able to access your information via the internet. Please make sure you know your authorization number.

### **How long are referrals good for?**

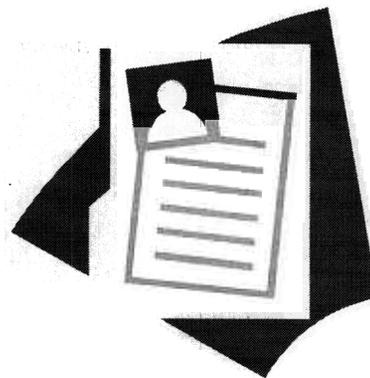
Referrals are good for 6 months; after 6 months you will need a new referral.

### **How many visits to the specialist am I authorized per referral?**

This depends on your PCM, your specialty and the problem you are having.

### **Who makes my appointment with the specialist?**

You - the beneficiary makes the appointment. You know your busy schedule and we know how hectic life can be. This way you are in control.



# **Referral Management Center (RMC)**

## **continued**

### **Can family members be seen in the Eye Clinic?**

Yes, family members can be seen in the Eye Clinic and the appointment can be booked by calling 1-866-377-2778 or by booking online

### **Can I get contact lenses?**

New contact lens fittings are not a TRICARE covered benefit. You will have to pay out of pocket for new fittings. If you currently wear contact lenses, we will update your prescription during your annual eye exam if the fit is good, and there are no health changes or concerns. The contact lenses will need to be worn to the appointment and you will also have to bring a copy of the previous prescription or the boxes the contact lenses came in

### **How many pairs of Frame of Choice (FOC's) glasses can I order?**

One pair of frame of choice glasses are authorized for active duty only, annually. Activated reserve/guard members, must be on active duty for 30 consecutive days before being eligible to order FOC's.

### **Once I order my glasses, how long will they take to arrive?**

Your glasses will arrive within 2-4 weeks.

### **What do I need to do to have the refractive surgery?**

If you are AD, and you are interested in the refractive surgery, you will need to bring in a signed commanders authorization letter (located on <https://www.afms.mil/warfightereyes>) to the 305th Optometry Clinic. This will place you on the wait list for a work-up eye exam to complete the application. Once your name is reached on the list, you will be called and scheduled for the work-up exam to complete the application. After your application is completed, you submit the application to the Laser Center of your choice. After the surgery, you return to the Optometry Clinic for the follow-ups. There are age, retention, time on station, and stable refractive error requirements. It is either Permissive TDY, or can be unit funded to go to the Laser Center. If you choose to go through a civilian at your own expense, there are requirements to have written permission from the Squadron Commander, and the Medical Group Commander.

## **WALK-IN SERVICES**

### **When are weight checks done?**

Weight Checks are done Monday through Friday from 7:45 a.m. to 9:00 a.m. and 2:30 p.m. to 4:00 p.m. you do NOT need an appointment.

### **How long does it take to process con-leave, who has the final determination on how long the con-leave is, and how long is con-leave given?**

Requests for Con-Leave will be processed within 3 business days. 305 MDG Providers make the final determination on the length of Con-Leave. With the exception of maternity leave, con-leave will not exceed 4 weeks.

### **How do I get my profile changed or extended?**

Changes or extensions to current profiles are made based on the PCM/civilian provider's recommendations. PCM's may need to see the patient before a change is made. If that is the case, a PCM team member will schedule you an appointment. Profiles may take up to three days to process.

### **When are blood pressure checks done?**

Blood Pressure Screenings are performed M-F between the hours of 7:45 a.m. to 9:00 a.m. and 2:30 p.m. to 4:00 p.m.

### **When can I come in to take out my sutures?**

Suture removals are done between the hours of 7:45 a.m. – 9:00 a.m. and 2:30 p.m. – 4:00 p.m. You do not need an appointment.

### **How long does it take to process paperwork and where can I pick it up when it is filled out?**

Paperwork requiring provider input, review or signature will be completed within three business days. All completed paperwork may be picked up at the kiosk during normal duty hours. All paperwork not picked up within 30 days are filed or shredded.

## **Tricare online (TOL)**

### **How can I change my username or password?**

Call the TOL help desk at 1-800-501-8662

### **Is making appointments the only thing TOL is good for?**

No; TOL offers a bounty of information on the latest TRICARE and Military Health System news and developments and TRICARE benefit information for beneficiaries.

Visit the TOL website at [www.tricareonline.com](http://www.tricareonline.com) or call customer service at 1-800-600-933

### **What kinds of appointments are available in TOL?**

At this time, you can book annual appointments in GYN and Optometry as well as routine, well and f/u appointments in Family Practice, Pediatrics and Flight Medicine.

### **Are there any early booking options?**

Yes; we now offer early appointment booking options. The best selections of same-day appt times can be found after 1800h or before 0600h on any normal business day.



## T-Cons

### **What is a T-con?**

A T-con is a Telephone consult left by patients to contact a nurse or the provider.

### **How long will it take for someone to contact me when I sent a T-Con?**

It usually will be within 8hrs.

### **How do I send a message to my PCM?**

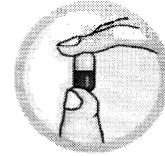
By calling appt desk @ 1-866-DRS-APPT and sending a T-Con.

### **How can I ensure that I get contacted once I send a T-Con?**

The staff will make three attempts to respond to t-cons. Make sure you provide a working daytime number. After 3 attempts t-con will be closed out. If you have not received a follow up phone call please call 1-866-DRS-APPT and leave another message.



## Pharmacy



### **How can I refill my prescriptions?**

Plan to refill your prescriptions at least 7 days prior to running out, by calling (609) 754-9470 or (888) 223-2448. Refills called in before 1000hrs, will be available the next duty day after 1400hrs. If you have urgent needs, contact the pharmacy and we will expedite your request.

### **How do I know if I have refills on my prescription?**

In the yellow portion of your prescription label, on the 3<sup>rd</sup> line, you'll see "REF LEFT: X of X." The first "X" represents the number of refills remaining and the second "X" represents how many refills originally authorized by your provider. If you need assistance, please contact the pharmacy.

### **Where can I find my prescription number, so I can call in my refill?**

In the blue portion of your prescription label, on the first line, you will see letters (i.e. RXP or RXW) followed by your 7-digit prescription number. If you need assistance, please call the pharmacy.

### **How do I activate my prescription?**

If you had a 305 MDG clinic appointment and your provider typed a prescription into the computer for you, or if the clinic called you to pick-up a prescription renewal, you must first visit the pharmacy to "check-in/activate" your prescriptions at "window 2" so we can begin processing them. This allows us to speak directly with the patient in case there are questions about drug interactions, allergies or duplicate therapies. **Prescriptions will be available for pick up at Window 5.** Please ensure you have a valid military ID and Yellow Card available, so we can verify eligibility.

### **Why don't you stock my medication?**

We stock the medications that meet the needs of most of our beneficiaries. The DoD prohibits the Medical Group from stocking certain medications. If your medication is not available from our pharmacy, you have the option to use the Retail Network Pharmacy or Tricare Mail Order Pharmacy (TMOP). For further assistance, please contact the TRICARE office or your provider.

### **How long does it take to process my new prescriptions?**

Typically our average wait time is 12 minutes. You may experience longer wait times if we need to contact your provider for clarification. If you have waited longer than the estimated time, proceed to Window #5. In general, our busiest time is during midday.

### **What window do I go to?**

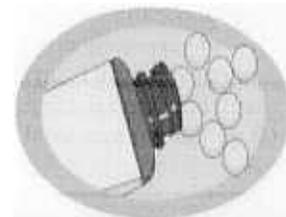
Window #1: New handwritten civilian prescriptions

Window #2: Activate prescriptions after you have seen the doctor in our facility, Window #3: Troubleshooting/Counseling

Window #5: Pick up new or refilled prescriptions AFTER they have been called in or processed.

### **What if my medication is not carried on base?**

A Script will be made and any pharmacy accepting Tri-care can fill it. Most civilian pharmacies can tell you right away if they carry the drug as well.



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## Pharmacy continued

### **What is the pharmacy drop off box?**

The pharmacy placed a steel prescription drop-off box outside the West entrance doors. This drop-off box will allow patients to turn-in prescriptions during non-duty clinic hours. Civilian prescriptions dropped-off prior to 1000hrs will be ready for pick-up the following duty day at 1400hrs, prescriptions dropped-off after 1000hrs will be ready for pick-up 2-duty days after at 1400hrs.

